

Streetlight maintenance

Who owns the streetlights?

Power and Water is contracted to maintain around 22,000 streetlights throughout the Northern Territory.

These lights are owned by local councils in residential areas and the Department of Construction and Infrastructure along main roads.

How do I report a faulty streetlight?

About 12 streetlights fail every day in the Territory.

Although our crews conduct regular audits of streetlights, we still rely on calls from our customers to help identify streetlights that need repairing.

If you see a faulty streetlight, call us on 1800 245 092 with the following information:

- street name
- name of nearby cross street
- if more than one streetlight is out
- if possible the actual streetlight number (fixed on the streetlight itself on a metal plate located about head-height).

You can also report a fault by completing our online form at powerwater.com.au.

We aim to attend to individual streetlights within five working days and banks (or sets of 10 to 30 streetlights) within 24 hours.

Can streetlight times be changed?

Most streetlights are set to operate between 6.30pm and 6.30am, which is the 'best fit' or most appropriate timing to suit both the Wet and Dry seasons.

Changing the times that streetlights operate during different seasons is resource intensive, time consuming and expensive. Every bank or set of 10 to 30 lights has to be manually changed at a control box which is located on each bank of streetlights.



Streetlights are not individually metered, and local councils and the Department of Construction and Infrastructure are billed for electricity consumption for a daily 12 hour period. Enquiries about increasing the length of time that the streetlights are on should be directed to the appropriate council or the Department of Construction and Infrastructure.

Why are some streetlights on during the day?

In order for crews to investigate which streetlights require maintenance, each bank of lights must first be switched on.

However, if you notice that the same set of streetlights is on during the day over several days, please call us on 1800 245 092 and let us know about it.